



**FEMA**

POSITION TASK BOOK FOR THE POSITION OF

**National Qualification System  
INVESTIGATIVE OPERATIONS GROUP  
SUPERVISOR**

## INVESTIGATIVE OPERATIONS GROUP SUPERVISOR

### 1. Competency: Assume position responsibilities

*Description:* Successfully assume the role of Investigative Operations Group Supervisor and initiate position activities at the appropriate time according to the following behaviors.

#### 1a. Behavior: Ensure availability, qualifications, and capabilities of resources to complete assignment

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<b>1.</b> Ensure the Investigative Operations Group has the ability and resources to utilize investigative tactics and techniques, such as: <ul style="list-style-type: none"> <li>● Non-technical and technical canvasses</li> <li>● Interviews and interrogations</li> <li>● Prisoner debriefings</li> <li>● Identification procedures</li> <li>● Searches and seizures</li> <li>● Database record queries</li> <li>● Electronic communication</li> <li>● Physical surveillance</li> <li>● Electronic surveillance</li> <li>● Acquisition and analysis of records and other evidence</li> <li>● Polygraph examinations</li> <li>● Undercover officer and confidential informant operations</li> <li>● Activation and use of tip lines, hotlines, and/or call centers</li> </ul>	E, F, I, J		

#### 1b. Behavior: Successfully assume the role of Investigative Operations Group Supervisor and initiate position activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<b>2.</b> Initiate and maintain division/group activity log: <ul style="list-style-type: none"> <li>● Complete activity log and use to support a common operating picture</li> <li>● Transfer information to additional documents, positions, and displays</li> </ul>	E, F, I		

#### 1c. Behavior: Establish or determine organizational structure, reporting procedures, and chain of command of assigned resources

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE

<p><b>3. Activate division/group:</b></p> <ul style="list-style-type: none"> <li>● Establish appropriate division/group organization and assign staff responsibilities, while maintaining span of control</li> <li>● Ensure availability of appropriate resources</li> <li>● Conduct supporting activities within operational period</li> <li>● Follow protocol for communicating division/group's daily accomplishments to the Documentation Unit or appropriate personnel</li> <li>● Obtain operational rhythm from supervisor and establish daily briefing/debriefing schedule with assigned personnel</li> <li>● Follow process for resource requests/releases for operational planning purposes</li> <li>● Assign staff or units as appropriate</li> <li>● Participate in planning meetings to determine division/group organization, support tactical assignments, ensure resource support and coordination needs, and identify other considerations for the next operational period</li> </ul>	E, F, I		
<p><b>4. Ensure that sufficient personnel and resources support the primary case investigator and primary case to accomplish the Intelligence and Investigations Section mission.</b></p>	E, F, I, J		
<p><b>5. Supervise and adjust division/group organization and operations based on changes in incident situation and resource status:</b></p> <ul style="list-style-type: none"> <li>● Maintain common operating picture throughout the division/group</li> <li>● Provide for functional and geographical supervision as necessary</li> <li>● Ensure effective use and coordination of all assigned resources</li> <li>● Constantly monitor objectives and overall division/group operations for efficacy and safety</li> </ul>	E, F, I		

## 2. Competency: Communicate effectively

*Description:* Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a potentially rapidly changing environment.

### 2a. Behavior: Ensure documentation is complete and disposition is appropriate

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<b>6.</b> Ensure incident documentation and administrative requirements are complete, according to the supervisor's direction: <ul style="list-style-type: none"> <li>• Submit incident narrative to supervisor</li> <li>• Complete and submit activity log to Documentation Unit or appropriate personnel for each operational period</li> <li>• Ensure all personnel and equipment time records are complete and submitted at the end of each operational period</li> </ul>	E, F, I		

### 2b. Behavior: Communicate incident priorities and operations

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<b>7.</b> Ensure there is communication and coordination between investigative scenes, hospitals, and other relevant off-incident facilities.	E, F, I		

### 3. Competency: Ensure completion of assigned actions to meet identified objectives

*Description:* Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established timeframe.

#### 3a. Behavior: Execute assigned tasks, assess progress, and make necessary adjustments

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
8. Ensure that the work completed is consistent with direction, policy, and incident objectives: <ul style="list-style-type: none"> <li>• Supervisor's direction</li> <li>• IAP goals and objectives</li> <li>• Other planning goals and objectives</li> </ul>	E, F, I		
9. Make appropriate decisions based on analyzed and validated information: <ul style="list-style-type: none"> <li>• Make adjustments in response to new information, changing conditions, or unexpected obstacles</li> </ul>	E, F, I		

#### 3b. Behavior: Use information from Intelligence and Investigations Groups to support, manage, coordinate, and direct intelligence/investigations operations

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
10. Confirm the examination and evaluation all investigative reports and materials associated with the results of each assigned investigative lead/task.	E, F, I		
11. Document and record results of each assigned investigative task/lead.	E, F, I		
12. Ensure proper categorization of each examined and evaluated lead/task as closed (no further action or new leads generated) or open (additional action required).	E, F, I		
13. Ensure that the Investigative Operations Group provides daily investigation progress reports: <ul style="list-style-type: none"> <li>• Number of victims, injured victims, and fatalities</li> <li>• Suspects and identities</li> <li>• Number of search/arrest warrants obtained and number executed</li> <li>• Arrests made</li> <li>• Number of leads requiring follow-up</li> <li>• Resource requirements and problems requiring assistance</li> <li>• Community complaints and status</li> <li>• Any other relevant information</li> </ul>	E, F, I		

<b>14. Monitor the Investigative Operations Group's investigative functions to ensure proper investigative processes and control systems are in place:</b> <ul style="list-style-type: none"> <li>• Develop an intelligence/investigation plan</li> <li>• Assign and record each investigative lead/task</li> <li>• Invoice, safeguard, and analyze all forensic and investigative evidence</li> <li>• Examine and evaluate all investigative reports and materials associated with each assigned lead/task</li> <li>• Obtain required legal advice, services, documents, applications, and processes</li> <li>• Implement documentation and records management procedures</li> </ul>	E, F, I, J		
<b>15. Provide the Investigative Operations Group with accurate and actionable intelligence or information to complete a thorough, timely, and successful investigation:</b> <ul style="list-style-type: none"> <li>• Properly handle, mark, store, disseminate, and destroy sensitive and Personally Identifiable Information (PII)</li> <li>• Appropriately handle information in accordance with federal and state laws</li> <li>• Conduct time-sensitive tearline reporting and sanitization of information to meet operational needs during an incident</li> </ul>	E, F, I		
<b>16. Work with the Intelligence Group to ensure the analysis and examination of unassigned, assigned, and completed investigative leads/tasks.</b>	E, F, I		

### 3c. Behavior: Plan for demobilization and ensure staff follow procedures

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<b>17. Plan for demobilization and ensure staff follow procedures:</b> <ul style="list-style-type: none"> <li>• Demobilize investigative resources in an effective manner, including appropriate debriefing before demobilization</li> <li>• Destroy, properly store, or send sensitive information back to the original authority during demobilization</li> </ul>	E, F, I		

#### 4. Competency: Lead assigned personnel

*Description:* Influence, lead, and direct assigned personnel to accomplish objectives and desired outcomes in a potentially rapidly changing environment.

##### 4a. Behavior: Coordinate interdependent activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
<b>18.</b> Coordinate with relevant agencies: <ul style="list-style-type: none"> <li>• U.S. Department of Justice law enforcement and intelligence agencies</li> <li>• U.S. Department of Homeland Security law enforcement and intelligence agencies</li> <li>• State and major urban area fusion centers</li> <li>• Other state and local intelligence units</li> </ul>	E, F, I, J		
<b>19.</b> Ensure effective use and coordination of all assigned resources: <ul style="list-style-type: none"> <li>• Conduct briefing and debriefing with assigned personnel and supervisor between operational periods</li> </ul>	E, F, I		
<b>20.</b> Establish protocol for de-conflicting investigation of subjects, locations with local, state and Federal agencies.	E, F, I		
<b>21.</b> Manage each Request for Information (RFI), respond to RFIs, prioritize and track RFIs to resolution, and ensure timely response to RFIs: <ul style="list-style-type: none"> <li>• Demonstrate a basic understanding of RFI systems used by the Intelligence and Law Enforcement Community, such as Homeland Security Information Network Exchange (HSIN Exchange), Law Enforcement Enterprise Portal (LEEP), and other RFI systems</li> <li>• Analyze and disseminate responses to RFIs through ICS</li> </ul>	E, F, I		